

Order Tracking

John Ujhazy

17-Jan-1996



Order Tracking

User Services provides a user status and other information about their data order

Scenario outline

- Receive request via e-mail
- Query the Order Tracking database for order status
- Provide the status to the user
- Log the event

Scenario Assumptions

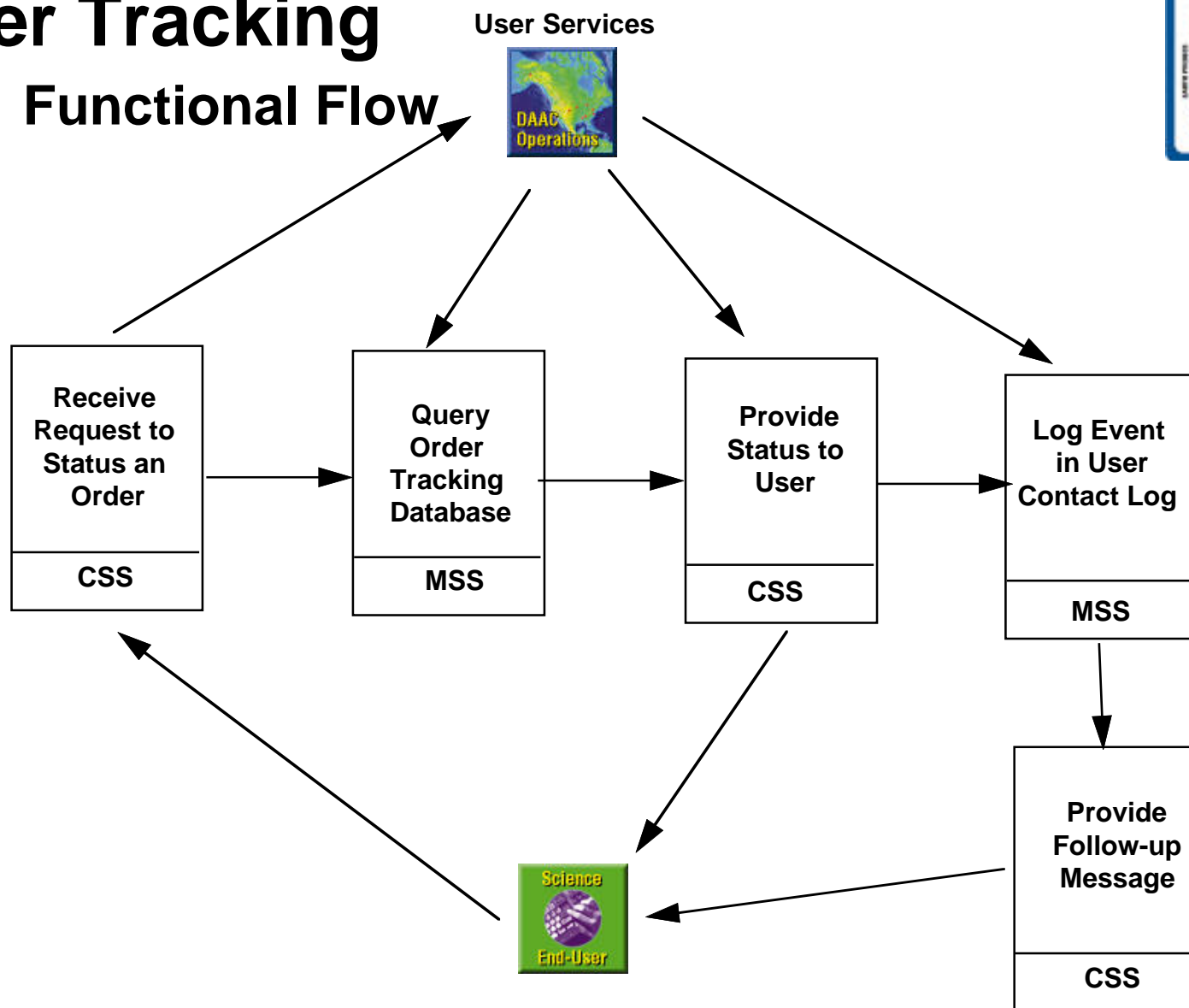
- User has previously placed an order
- User provides his Id number
- User is known and doesn't have to be authenticated
- User does not know his order number

Heritage

- 604-CD-002-002, Section 4.2.6.1 (Order Tracking Scenario)
- USWG Scenario # 5 (Cross DAAC Orders and Order Status)

Order Tracking

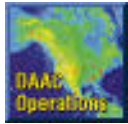
Functional Flow



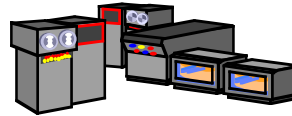
Order Tracking

Event Flow

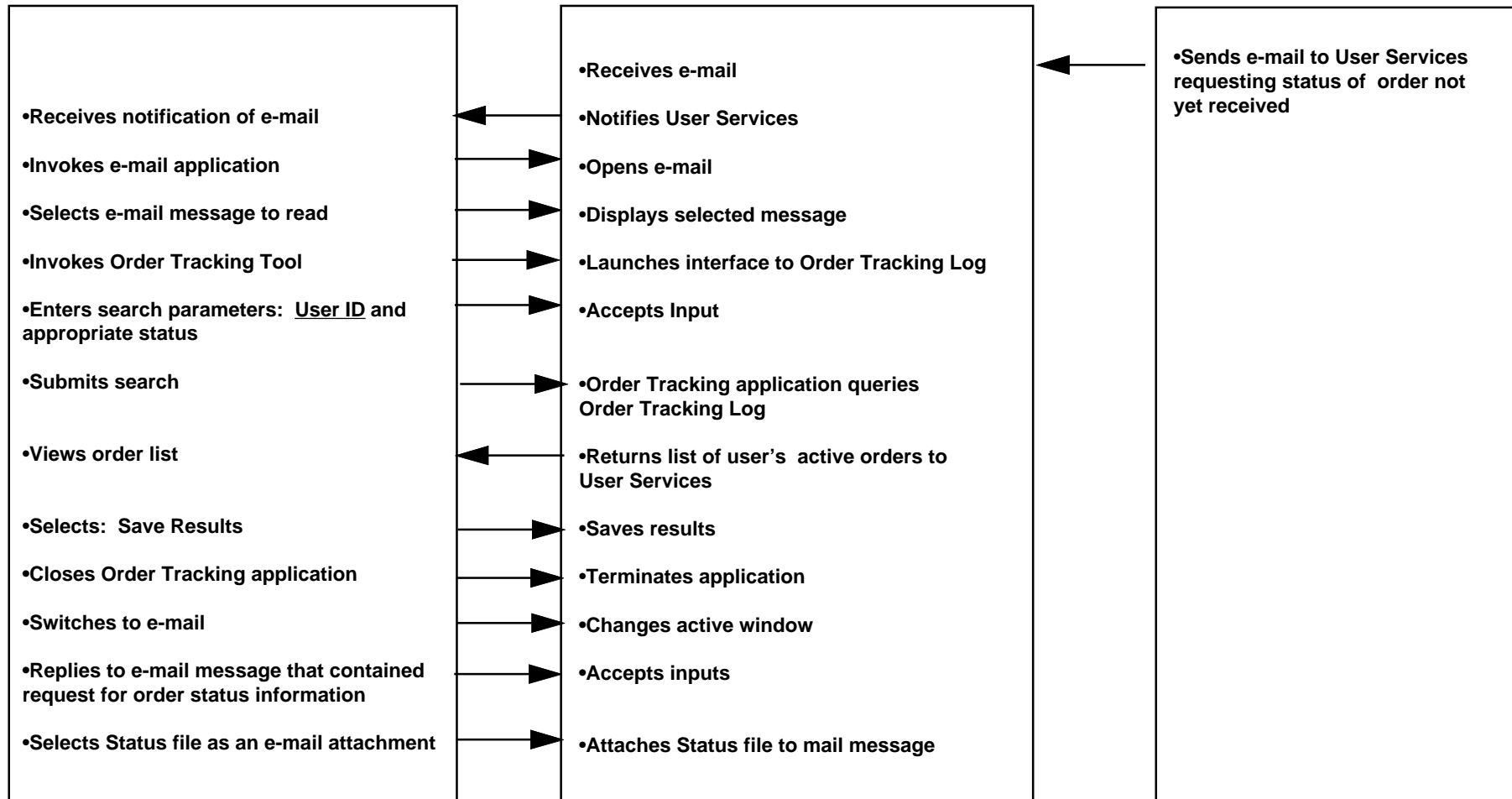
User Services



System



User



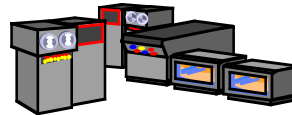
Order Tracking Event Flow



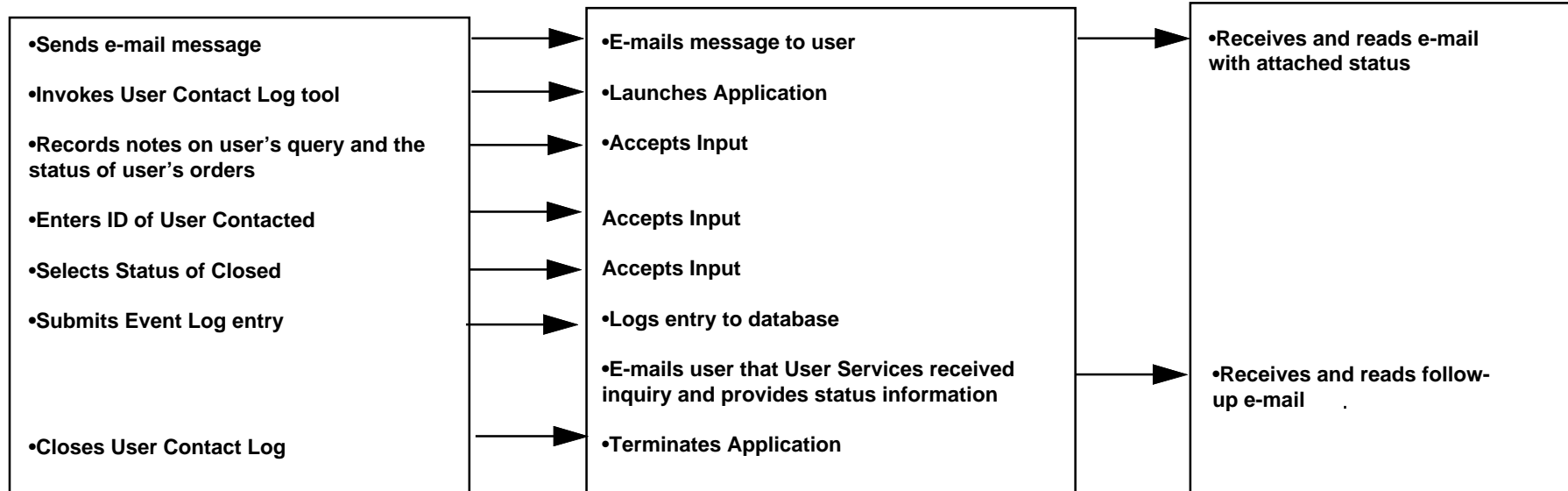
User Services



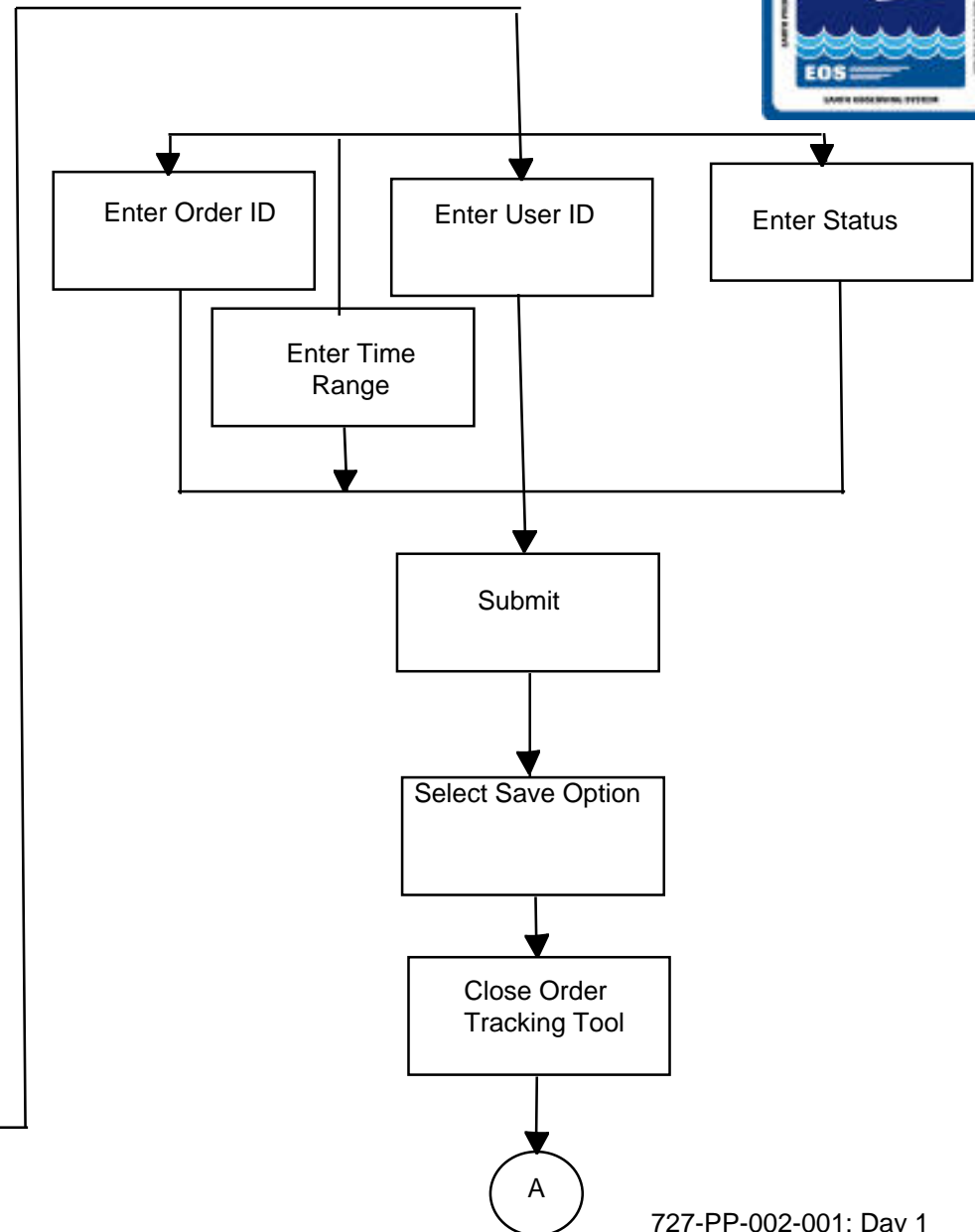
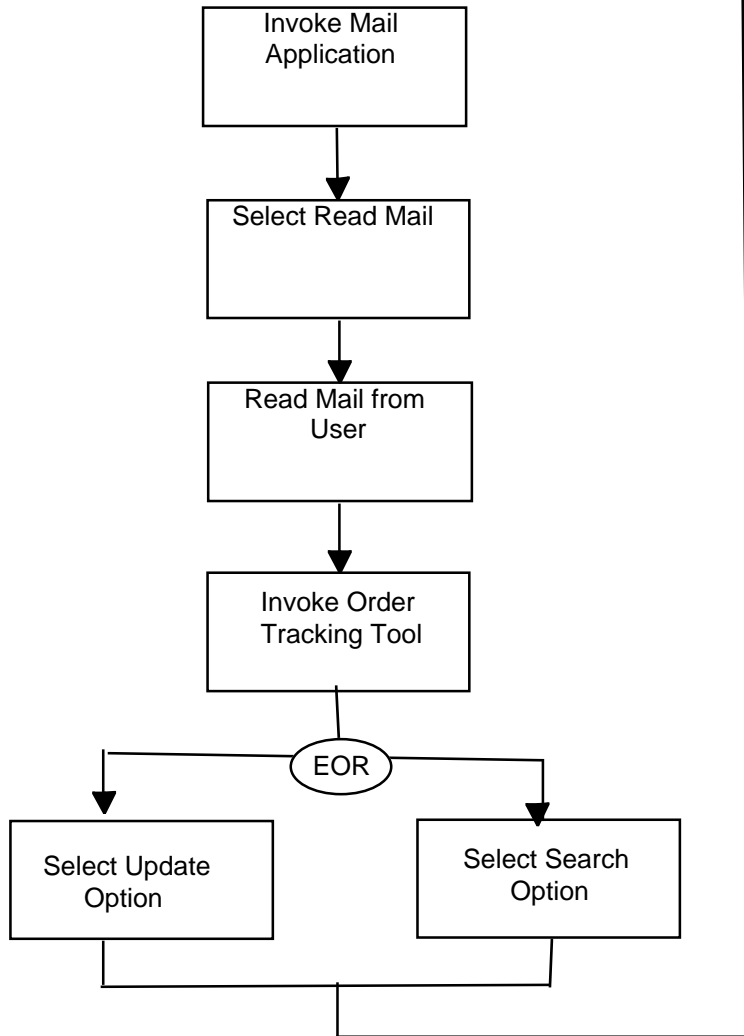
System



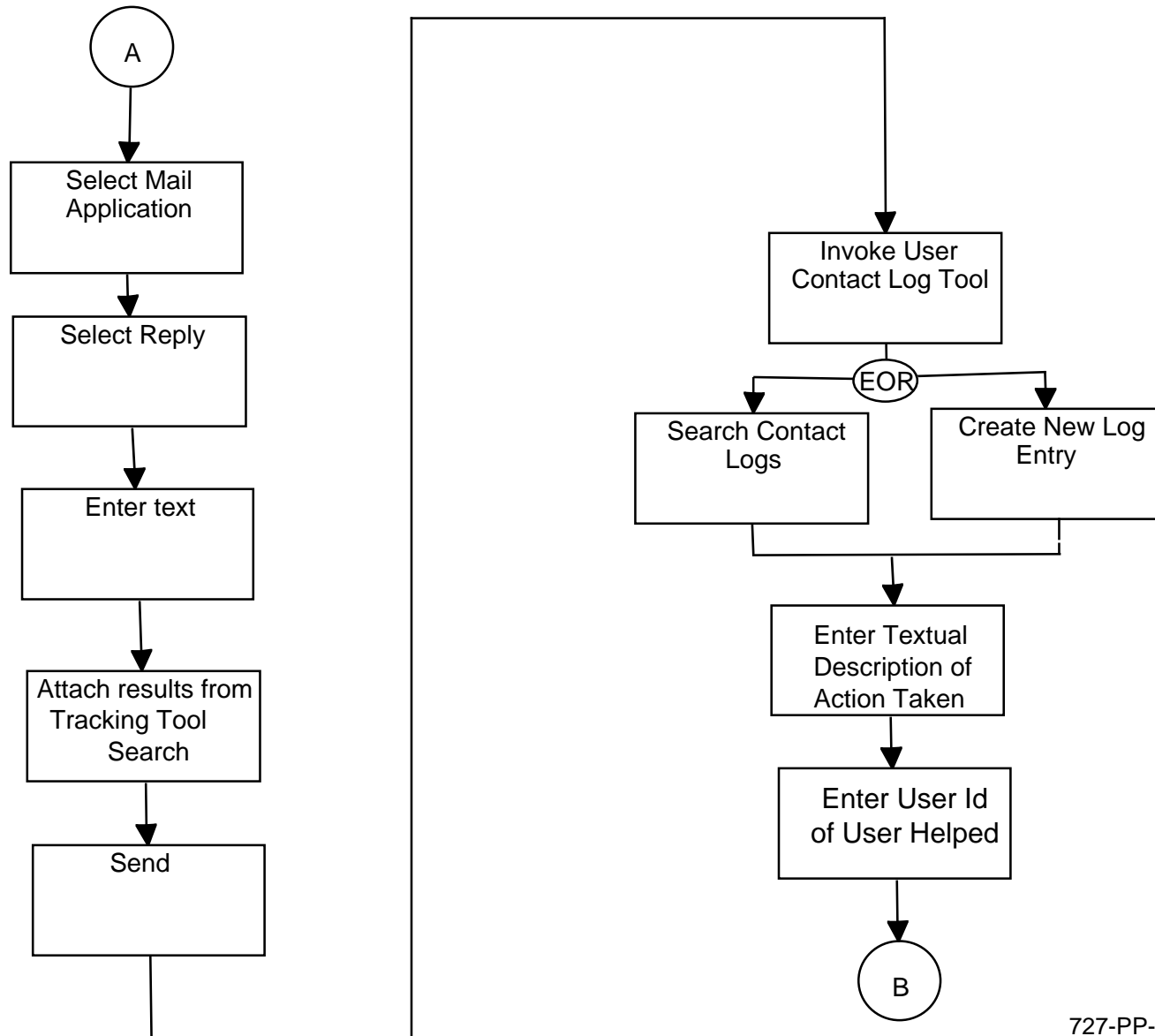
User



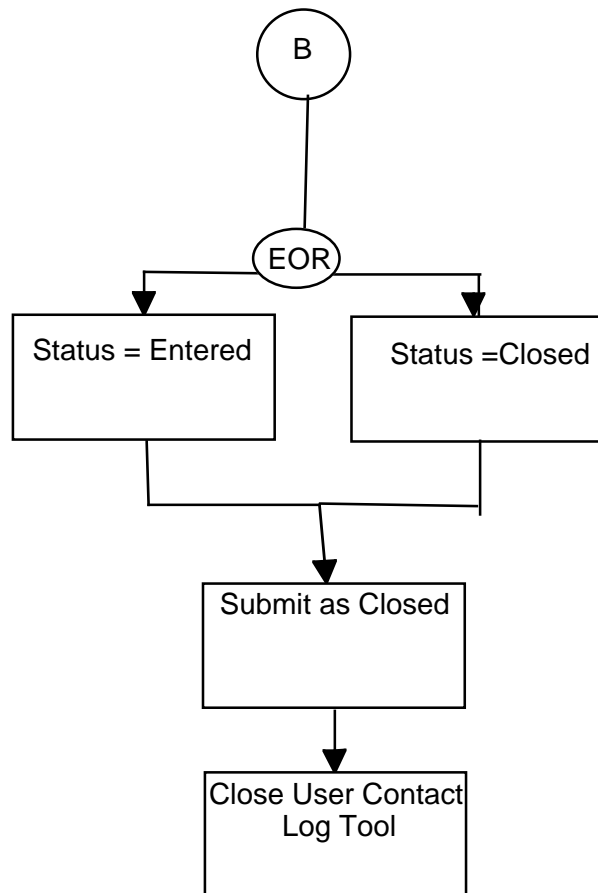
Order Tracking Workflow



Order Tracking Workflow (cont.)



Order Tracking Workflow (cont.)



Order Tracking

Data Activity



Operator Function	Data Element	Operator Interaction
Track Order	UserId OrderId Status DateTime MediaType	Input Input Input Input Input
User Contact Log	UserId* LogEntryId LogEntryStatus TextDescription Notes Date/Time OperatorId	Input Display Input Input Input Display Edit
Access E-mail	MessageId MessageText Attachment ReplyText	Display Input Display Input

*User profile data elements can be retrieved based on UserId